

The Fort Jackson ID Card Office is located in the Strom Thurmond Building, room 109. To better serve our customers and reduce wait times, the ID Card Office operates on an appointment-only basis, with walk-in slots available Monday through Friday, 0800-0920. Once the walk-in slots are filled, customers will have the option of scheduling an appointment or visiting an alternate ID card facility for service.

Appointment hours are Monday through Friday, 0940-1600, in 20-minute increments. Customers needing to update/enroll in the Defense Enrollment Eligibility Reporting System (DEERS), reset Personal Identification Numbers (PIN), or complete a DD Form 1172-2, an appointment is not necessary; these services will be conducted on a walk-in basis throughout the duty day. However, customers needing to update DEERS and receive an ID card will need to schedule an appointment. To schedule an ID card appointment, utilize our appointment scheduler at <https://rapids-appointments.dmdc.osd.mil>. **Please schedule ONLY one customer per appointment time slot. (Example: if the sponsor and spouse need ID cards, you are required to make two (2) appointment).**

- The ID Card Office located in Room 109 provides ID cards to Soldiers-in-Training, Monday through Friday, 0800 until 1600. Soldiers-in-Training are not required to have an appointment; however, it is highly encouraged to expedite the process. For more information, please call (803) 751-6024.
- Walk-in slots are available Monday through Friday, 0800-0920, on a first come, first serve basis until all slots are filled. Appointment hours are Monday through Friday, 0940-1600, in 20-minute increments, in Rooms 109. **For additional recorded information, please call (803) 751-7731.**
- Customers requiring PIN resets can receive service in room 200. Soldiers-in-Training needing PIN resets can receive service in Room 124.

The ID Card Offices is closed for training every 3rd Tuesday of the month, and all Federal holidays. For more information, please contact the ID Card Office Supervisor at phone: (803) 751-6024, or email: negretta.dennison.civ@mail.mil. Additional information may be obtained by visiting our website at: <http://jackson.armylive.dodlive.mil/units/usag/dhr/>